

Organisation name	Bayswater Summer, London
Inspection date	25 July 2019
Current accreditation status	Accredited
Reason for spot check	Signalled: inspect new or additional premises

Recommendation

We recommend continued accreditation. The next inspection falls due in 2020; there are no grounds for bringing this forward. However, evidence must be submitted within three months to demonstrate that weaknesses in M18, W1, W26, S3 and S8 have been addressed.

Changes to the summary statement

Former summary statement:

The British Council inspected and accredited *LSC Stanton (summer junior courses and year-round groups)* in July 2016 and April 2018. The Accreditation Scheme assesses the standards of management, resources and premises, teaching, welfare and care of under 18s and accredits organisations which meet the overall standard in each area inspected (see www.britishcouncil.org/education/accreditation for details).

This private language school offers courses in general English for closed groups of adults (16+), for closed groups of under 18s and vacation courses for under 18s.

Strengths were noted in the areas of staff management, quality assurance, academic management, teaching, care of students, leisure opportunities and care of under 18s.

The inspection report stated that the organisation met the standards of the Scheme.

Changes

Update the name of the organisation and the list of courses offered to reflect the new focus of provision under this accreditation.

Remove strengths for 'staff management, academic management, care of students, leisure opportunities and care of under 18s' reflecting the fact that this inspection found some criteria in these areas to be not met.

New summary statement

The British Council inspected and accredited Bayswater Summer in July 2016, April 2018 and July 2019. The Accreditation Scheme assesses the standards of management, resources and premises, teaching, welfare, and safeguarding under 18s and accredits organisations which meet the overall standard in each area inspected (see www.britishcouncil.org/education/accreditation for details).

This private language school offers vacation courses for under 18s.

Strengths were noted in the areas of quality assurance and teaching.

The inspection report stated that the organisation met the standards of the Scheme.

New summary inspection findings

Management

The provision meets the section standard and exceeds it in some respects. The school's managers are experienced and work well together. Management is efficient and operates to the benefit of its students. Some details of the school's publicity need some adjustments but generally publicity is accurate and raises realistic expectations. *Quality assurance* is an area of strength.

Premises and resources

The provision meets the section standard. The premises provide a pleasant environment both for students and for staff. The arrangements for junior summer course students are entirely appropriate. There is a plentiful and well-organised stock of up-to-date learning materials.

Teaching and learning

The provision meets the section standard and exceeds it in some respects. The teachers are appropriately qualified and receive sufficient support from their academic managers and from each other to ensure their teaching meets the needs of their students. The courses are well designed and managed to the benefit of the students. The teaching observed met the requirements of the Scheme. *Teaching* is an area of strength.

Welfare and student services

The provision meets the section standard. The needs of students for security, pastoral care, information and leisure activities are met. The accommodation provided is suitable and the management of the accommodation systems works to the benefit of the students.

Safeguarding under 18s

The provision meets the section standard. Overall, there is satisfactory provision for the safeguarding of students under 18 within the organisation and in the leisure activities and accommodation provided.

Organisation profile

Inspection history	Dates/details
First inspection	July 2016 as LSC Stanton, London (year-round groups and summer junior courses)
Last full inspection	July 2016 as LSC Stanton, London (year-round groups and summer junior courses)
Subsequent spot check(s) (if applicable)	April 2018 as LSC Stanton, London (year-round groups and summer junior courses)
Subsequent supplementary check(s) (if applicable)	N/a
Subsequent interim visit(s) (if applicable)	N/a
Other related non-accredited activities (in brief) at this centre	Teacher training (externally validated pre-service ELT training courses run year-round) at Bayswater College
Other related accredited schools/centres/affiliates	Bayswater College: year-round courses for adults (18+) and young adults (16+); closed group courses for adults (18+) young adults (16+); closed group courses for under 18s outside the summer.
Other related non-accredited schools/centres/affiliates	None

Student and staff profile	At inspection at Marble Arch (Halcyon International School)	In peak week: w/c 8 July
Total ELT/ESOL student numbers (FT + PT)	83 (79 at Nottingham University)	238 (327 at all centres)
Minimum age (including closed group or vacation)	10	10
Typical age range	13–15	13–15
Typical length of stay	2 weeks	2 weeks
Predominant nationalities	Chinese, Hong Kong Chinese, Italian	Italian, Russian, Taiwanese
Total number of teachers on eligible ELT courses	5	8
Total number of managers including academic	2	3
Total number of administrative/ancillary staff	2 (plus host school staff)	6 (plus host school staff)

Premises profile

Address of main site	Bayswater College, 167–171 Queensway, London W2 4SB
Additional sites in use	Halcyon International School, 33 Seymour Place, Marylebone, London W1H 5AU University of Nottingham, University Park, Nottingham NG7 2RD
Additional sites not in use	University of Hertfordshire, Bayswater College main site
Sites inspected	Halcyon International School, 33 Seymour Place, Marylebone, London W1H 5AU

Introduction

Background

Bayswater Summer had its first full inspection as LSC Stanton, London (year-round groups and summer junior courses) in July 2016 when all courses were being held at the main school; in the same year (April 2016) the adult

provision was inspected. A change of ownership occurred in January 2018, when Bayswater Education acquired Ersino Ltd., LSC Stanton's holding company. A routine follow-up inspection for the year-round groups and summer junior courses was conducted in April 2018 at the main school.

In January 2019 the following changes in organisation and name took place: courses held at the main school, i.e. the year round provision for adults (18+) and young adults (16+); closed groups of adults (18+), young adults (16+) and under 18s are now described under the heading of 'Bayswater College'; vacation courses for under 18s held during the summer at the main school and in off-site locations are described under the banner of 'Bayswater Summer'.

During summer 2019 Bayswater Summer courses were offered in five locations, at the main school and in four off-site 'camps': in central London at Marble Arch (in the Halcyon International School); at the University of Essex, Colchester; at the University of Nottingham; at the University of Hertfordshire in Hatfield. The courses at the University of Essex did not run. Courses were run in Hatfield and the main school and were running at Nottingham and Marble Arch at the time of this inspection.

The purpose of this inspection was to inspect one of the new summer camps; the centre at Marble Arch, London, was chosen.

Preparation

Contact was made with the school to enquire if there were any days that should be avoided for the visit. The actual date of the visit was not known by the school. The inspector read the documentation received before the visit, including the last two reports for the 'year-round groups and junior courses', and checked the website. The inspector had not previously inspected the school.

Programme and persons present

The inspector arrived at 08.30 and left at 14.45. Meetings were held with the director, the commercial manager/centre manager, the academic manager, an activity leader, three teachers and three of the group leaders. A focus group meeting was held with a class of students. The premises being used by Bayswater were inspected, the arrangements for lunch observed and the meal sampled. Documents and files were scrutinised.

Findings

There were 83 students enrolled at the time of the inspection, of which 18 were individually enrolled. Four of the individually enrolled students (all aged 15) were in accommodation arranged by Bayswater, and 14 were 'day camp' pupils who were dropped off and picked up by parents/guardians at the start and end of the day. There were 20 students from Hong Kong accompanied by two group leaders for whom Bayswater had arranged a full programme of lessons and activities, and accommodation in homestay. There were also two groups of Chinese students (13 with one group leader and 31 with four group leaders) who were enrolled on a tuition-only basis. The agents had arranged activities and accommodation separately.

At the time of the inspection students had 15 hours of lessons in the mornings with activities in the afternoon. During peak weeks the school operates a zig-zag programme with half the students studying in the morning and half in the afternoon, and lunch is taken in two sittings.

Management

Since the last spot check inspection there has been a change of name and a number of off-site summer camps set up under the name of Bayswater Summer. The commercial manager who is responsible for the overall management of Bayswater Summer was appointed in July 2018. He reports to the managing director. The commercial manager was also acting as centre manager at the London central site (known as Marble Arch). The academic manager for the Marble Arch centre is based at the nearby main school; he has been at the school since 2010 and is responsible for recruiting, monitoring and supporting teachers. The activity manager for Bayswater Summer was appointed in June 2019. She was not at the Marble Arch centre during the week of the inspection but had set up the programme and briefed the two activity leaders.

Recruitment procedures are appropriate and implemented effectively on the whole. However, not all qualifications had been verified: signed and dated copies of certificates were not on file for a number of teachers. Therefore, M10 is not met. M12 is not fully met as newly appointed teachers had not been observed early in the course. See also T10, below.

There is an appropriate policy on student attendance and absence. Systems for checking attendance and following up any absence were seen in action. Centre staff do not have direct access to the designated emergency contacts of all the students. They would need to first contact the group leaders or agents of students who come in groups.

Premises and resources

Bayswater Summer has exclusive use of the Halcyon International School. The school shares the building and main entrance with a synagogue and its attendant administrative offices. On the ground floor there is a reception desk staffed at all times by a member of the host school's security staff and, off the entrance hall, an office/staffroom. On the first and second floors Bayswater has the use of up to eight classrooms, a common room (with kitchen for staff and group leaders) and an additional room used for testing. In the basement there is a dining room. There are separate toilets for staff and students, and a lift. Findings on premises are also reported in the following section.

Teaching and learning

The teaching was not observed at the time of this inspection but the students in the focus group reported favourably on their lessons. The course design was inspected and found to be suitable for the age of the students and the average course length; continuous enrolment was being taken into account. Cover arrangements are satisfactory and seen in action during the inspection.

The academic manager of the school visits the Marble Arch centre two or three times a week. He conducts the induction for teachers and there is an in-house continuing professional development (CPD) session every two weeks. However, the course was in its fourth week and none of the teachers had been observed. The academic manager reported that he planned to observe in the days following the inspection. One teacher had been observed teaching earlier in the year at the main school, but others were new to Bayswater. T10 is, therefore, not met.

Welfare and student services

Bayswater has a copy of the risk assessments conducted by the host school; they are wholly appropriate as the premises are used year-round by students of a similar age range. However, there is no separate risk assessment for Bayswater College's use of the premises; W1 is, therefore, not met. There are generic risk assessments for off-site leisure activities. However, these are not specific for particular venues or activities; W26 is, therefore, not met. Although staff and group leaders leading the excursions are given some practical guidelines, they are not given information about the specific risks.

Students and their parents are given information about the programme in advance at the time of enrolment. However, the handbooks are quite general e.g. not personalised for each centre. It is not clear how much of the information is given by agents to students enrolled as a group.

Homestay accommodation is arranged through agencies registered with the British Council.

Safeguarding under 18s

Findings are reported in the following section.

Premises and resources

Premises and facilities	Met
P1 Premises, including any external areas, are in a good state of repair, cleanliness and decoration, and provide a comfortable environment for students and staff.	Met
P2 Classrooms and other learning areas provide a suitable study environment.	Met
P3 Students have adequate room and suitable facilities for relaxation and the consumption of food.	Strength
P4 Free drinking water is available. A choice of appropriate food at affordable prices is available to students on site, if not available locally.	Strength
P5 There is adequate signage to buildings, routes, rooms and exits, and there are facilities for the display of general information.	Met
P6 There is sufficient space for all staff, for meetings, relaxation and the storage of personal possessions, and for teachers to carry out their preparation and marking.	Met
Comments	
P3 The facilities for relaxation and consumption of food are of a high standard. There is a large common room and students have lunch in a spacious dining room.	
P4 There is a good choice of food at lunch time. The menu is meat free but there is a selection of plant- and fish-based protein, vegetables, salad and fruit. Students have easy access to water fountains.	

Safeguarding under 18s

Safeguarding under 18s	Met
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S1 There is a safeguarding policy which specifies procedures to ensure the safety and well-being of all students under the age of 18. A named member of staff is responsible for implementing this policy and responding to child protection allegations.	Met
S2 The provider makes the policy known to all adults in contact with under 18s through their role with the organisation, and provides guidance or training relevant to its effective implementation.	Met
S3 The provider has written parental/guardian consent reflecting the level of care and support given to students under 18, including medical consent.	Not met
S4 Recruitment procedures for all roles involving responsibility for or substantial access to under 18s are in line with safer recruitment good practice and the organisation's safeguarding policy.	Met
S5 There are suitable arrangements for the supervision and safety of students during scheduled lessons and activities.	Met
S6 There are suitable arrangements for the supervision and safety of students outside the scheduled programme.	Met
S7 There are suitable arrangements for the accommodation of students.	Met
S8 There are suitable arrangements to ensure contact between the provider and parents, legal guardians or their nominated representatives concerning the welfare of students.	Met

Comments

All students enrolled on Bayswater Summer programmes are aged under 18. At the time of the inspection there were 83 students at the Marble Arch centre. The degree of responsibility taken for the students depends on the programme. Some students are individually booked day pupils. Bayswater makes arrangements for the supervision and safety of these students during scheduled lessons and activities; this includes break and lunch times. The parents/guardians are responsible for them at all other times. Some individual students are enrolled for the full package which also includes homestay accommodation and transfers. Parental consent forms are obtained for these students. Some groups of students are enrolled on a tuition-only basis. They are the responsibility of their group leaders outside lessons.

S3 The school has a suitable parental consent form for individually enrolled students. However, there is no Bayswater parental consent form for those students who come in groups with their own leaders. There are no systems to ensure that appropriate consent is collected from parents by the agents/group leaders. Information about consent is not routinely made available to Bayswater staff; it would only be sought if needed, for example in an emergency.

S8 Overall, this criterion is met. However, Bayswater relies on the agents/group leaders having this information; there are no systems in place to ensure that the information is readily available in case of emergency.

Action taken on points to be addressed

Points from the previous full inspection and/or subsequent spot checks or interim visits with comments (in bold) to indicate how far these have been addressed. Only points reviewed during this spot check are included here. Any points outstanding will be checked at the next full inspection.

Management

M15 The statement in the summer juniors' handbook on conditions and procedures under which a student may be asked to leave the course is written in language that is too complex.

Partially addressed. The statement has been removed from student handbooks. However, it is now not clear how students (and their parents) are made aware of conditions and procedures under which a student may be asked to leave the course.

M22 Parts of previous inspection reports are used in publicity, which is potentially misleading.

Addressed.

M29 Older versions of the Accreditation Scheme marque need to be amended to include the words 'in the UK'.

Addressed.

M28 Teachers' qualifications and experience are accurately described except for the claim that teachers 'are qualified to teach according to British Council standards'. The word 'standards' was changed to 'requirements' in one instance during the course of the inspection, but not in the other instance.

Not yet addressed. Teachers are described as 'qualified' but the qualifications of some teachers who were teaching at the time of the inspection do not fully meet Scheme requirements.

Teaching and learning

T15 Junior students receive very limited guidance about study and learning strategies, particularly in the area of notetaking and vocabulary storage.

Addressed. Students are provided with a booklet for each week's work. In addition to activities based round a theme there are pages where students can record new vocabulary.

Safeguarding under 18s

S3 The parental consent form is not written in language that many parents would understand.

Partially addressed. The wording for the parental consent form completed by individually booked students is satisfactory. However, parental consent forms are not completed for all students.

Conclusions

Since the last inspection there have been a number of changes including a change of name and the provision of off-site courses for under 18s. After discussion with the director it is recommended that these changes be reflected in the inspections due in 2020 of the two types of provision: with one for accreditation of the courses held year-round at the main school (Bayswater College) and another for accreditation of the vacation courses for under 18s held during the summer at the main school and at the off-site summer camps (Bayswater Summer).

The premises and facilities used for the Marble Arch centre are appropriate in every respect. Overall, teachers are suitably qualified and course design and implementation is very satisfactory.

Suitable accommodation is provided through British Council registered agencies and there is evidence that any problems are quickly resolved. There is a varied and generally well-managed leisure programme.

Overall the welfare and safeguarding of under 18s is satisfactory. However, more detailed risk assessments are needed for Bayswater's use of the temporary premises and for the leisure activities. Also, parental consent forms for all students, including details of parents'/guardians' contact details, should be available to appropriate members of centre staff.
